

**COMPUTER
ASSISTANT
GS-0335-06**

**INFORMATION
SYSTEMS**

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Computer Assistant, GS-0335-06

Purpose of position:

The purpose of this position is to provide computer support and services to the organization.

Organization:

IS Dept., INFOSEC Branch

Organization goals:**II. MAJOR DUTIES****A. Duty (Critical):**

Serves as point of contact for the information systems security installation, maintenance, supply and accountability. (75%)

Tasks:

1. Upgrades software to support requirements. Installs and configures software to include password protected and screen devices.
2. Works with technical specialists to accomplish testing/validation of installed security components. Adapts or develops new procedures or instructions based on past experience.
3. Responds to security-related problems and applies precedents and system flexibilities to obtain resolution.
4. Evaluates the effectiveness of controls used to protect automated equipment and management data. Analyzes problem reports and software requirements to determine whether new software is needed or if existing software can be adequately enhanced.
5. Prepares purchase requests in support of the information security program, receives items ordered, and maintains procurement records.
6. Assists the Security Officer with the development of the organization's security training program.
7. Keeps personnel informed of DoD, agency, and command policies and procedures; conducts automated information systems security training.
8. Conducts routine inspections

Selected Staffing KSAs:

A1, A2, A3, A4

B. Duty (Critical):

Independently performs various general clerical duties in support of the organization's office operations. (25%)

Tasks:

1. Receives and answers routine telephone inquiries or refers to appropriate staff. Uses judgment to answer recurring questions and resolve clerical and administrative problems.
2. Receives and refers visitors; takes messages and obtains requested information or gives messages to appropriate personnel.
3. Distributes mail and messages, recording the receipt, suspense, and completion dates as appropriate; personally handles matters within areas of responsibility.
4. Establishes controls and suspense dates and follows up on suspense dates to insure that required actions and responses are made within deadlines.
5. Performs a wide variety of record keeping, updating manuals on policy and directives, reporting, and informational duties in support of the organization's programs, functions, and projects.
6. From brief notes or verbal instructions, composes routine correspondence and prepares in final form.
7. Issues office keys and maintains key control log.
8. Secures office and shuts down computers at the end of the work day and annotates security log.
9. Receives, stores, and distributes supplies to maintain computer products in the storage areas.
10. Receives, logs and reports security violations to higher level specialists

Selected Staffing KSAs:

A5

C. Other Work Requirements

1. The employee must obtain and maintain a Secret clearance.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)**A. Selected Staffing KSAs:**

1. Knowledge of information processing sequences, controls, and procedures
2. Ability to use and maintain computer systems, equipment, and software
3. Ability to meet and deal with customers using a high degree of tact and diplomacy
4. Ability to plan and organize work independently
5. Knowledge of general office administrative and clerical procedures

B. Basic Training Competencies:

1. Knowledge of information processing sequences, controls, and procedures
2. Ability to use and maintain computer systems, equipment, and software
3. Ability to meet and deal with customers using a high degree of tact and diplomacy
4. Ability to plan and organize work independently
5. Knowledge of general office administrative and clerical procedures

IV. CLASSIFICATION FACTORS**Factor 1. Knowledge****Level 1-4 (550 Points)**

1. - Knowledge of rules, operating procedures, and processing methods to perform a wide range of information processing assignments and procedural problem solving.
2. - Knowledge of the computer system hardware, software, and program capabilities and limitations to implement security procedures to ensure compliance with regulations.
- Knowledge of appropriate environmental conditions necessary for continuous operation and emergency procedures in case of security risk situations.
3. - Knowledge of the organization and its functions and programs to answer inquiries of a general nature or refer to the responsible staff member.
- Knowledge of subject-matter filing, receptionist duties, and other general clerical practices and operations of the office.

Factor 2. Supervisory Controls**Level 2-3 (275 Points)**

The supervisor provides direction on objectives and priorities for new work, deadlines and deadline changes for new and established work. The employee identifies the work to be done, plans and carries out the steps required and submits completed work to users without supervisory review. The employee commonly adapts or develops new work procedures and instructions for application by self and others. The employee seeks supervisory assistance and discusses problems related to the work when processing requests appear to exceed system capacity or could have adverse effects on other processing requirements. Completed work is reviewed for conformity to deadlines and accepted practices. Work methods are not normally reviewed unless a recurring, common pattern of problems develops.

Factor 3. Guidelines**Level 3-2 (125 Points)**

Guidelines are available in the form of manuals, regulations, operating instructions, and maintenance contracts. Selection of an appropriate guide is usually clear; judgment is required depending on the phase of work and the kind of product being requested. Deviations from guidelines which have not been established by experience and precedent actions are referred to the supervisor or higher graded employee.

Factor 4. Complexity**Level 4-3 (150 Points)**

The employee performs a variety of tasks involving discrete methods and

procedures, or a variety of related tasks requiring a sequence of actions involving different methods and procedures. Deciding what action to take results from studying each job order, assignment or processing problem situations. The employee identifies the sequence of standard and variable procedures and methods needed to prepare and process the request, or resolve error conditions.

Factor 5. Scope and Effect**Level 5-2 (75 Points)**

The employee follows established procedures and methods in performing the work, which is often a part of a broader assignment or project. Results of the work are complete products or segments of other products or work processes. The work affects the accuracy of processing by providing the required tapes; applying complete control amendments; providing data contention and other potential conflicts during processing; and, coding according to specifications. Reliability and acceptability are affected by completion of the work within deadlines; ensuring against media and control related processing failures, and providing the requested output.

Factor 6. Personal Contacts**Level 6-2 (25 Points)**

Contacts are with specialists, employees of other agencies, or non-government organizations; contact with contractor representatives such as vendor repair technicians or customer engineers. The contacts are structured and routine. The role of each participant is readily determined.

Factor 7. Purpose of Contacts**Level 7-2 (50 Points)**

The purpose of the contacts is to plan or coordinate changes in scheduling requirements or priorities due to data or equipment related problems; to participate with users in planning and coordinating new or modified requirements when the work fits generally within system options, schedules, etc., or to plan user participation, methodology and deadlines for new projects.

Factor 8. Physical Demands**Level 8-1 (5 Points)**

The work is generally sedentary. There may be some walking, standing, bending, or carrying of light items requiring only moderate physical ability and stress.

Factor 9. Work Environment**Level 9-1 (5 Points)**

The work involves the common risks or discomforts, requiring normal safety precautions typically followed in works areas such as offices, meeting rooms, and libraries. The area is adequately lighted, heated, and ventilated. Employees in or adjacent to computer rooms may be within environmentally controlled areas and, although relatively cool, require only normal clothing to compensate for minor discomfort.

V. CLASSIFICATION SUMMARY**In this position:**

Duty A. 75% GS-0335-06 Computer Assistant
Security Controls

Duty B. 25% GS-0303-04 Office Support Clerk
General Office Support

List of Modified Duties and Factors:

Duty A. has been edited. The final grade may or may not be appropriate.
The factors have not been changed.

Duty B. has been edited. The final grade may or may not be appropriate.
The factors have not been changed.

The classification criteria in this menu are based on the OPM, FES, Position Classification Standard for Computer Clerk and Assistant Series, GS-335, (TS 40) February 1980. References for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

GS-06 Point range: 1105 - 1350

Total Point: 1260

Grade: GS-06

VI. CLASSIFICATION REMARKS:

Modifications to duty A and B were minor and served to clarify the tasks.
Changes do not impact the grade or classification.